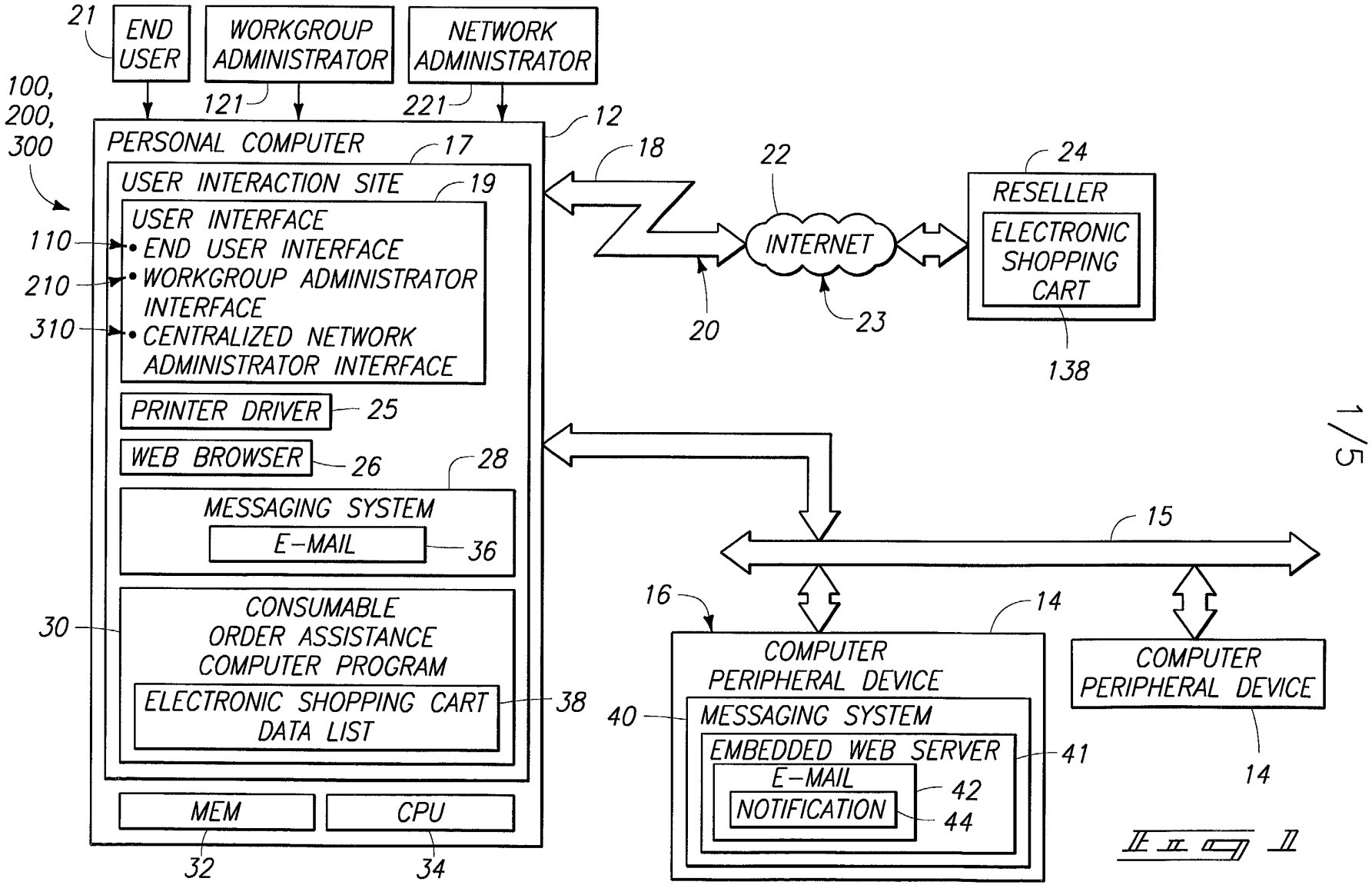
21
END USER
WORKGROUP ADMINISTRATOR
NETWORK ADMINISTRATOR
121
221
12
100, 200, 300
PERSONAL COMPUTER
17
USER INTERACTION SITE
19
USER INTERFACE
110
• END USER INTERFACE
210
• WORKGROUP ADMINISTRATOR INTERFACE
310
• CENTRALIZED NETWORK ADMINISTRATOR INTERFACE
PRINTER DRIVER
25
WEB BROWSER
26
28
MESSAGING SYSTEM
E-MAIL
36
30
CONSUMABLE ORDER ASSISTANCE COMPUTER PROGRAM
ELECTRONIC SHOPPING CART DATA LIST
38
MEM
CPU
32
34
18
20
22
INTERNET
23
24
RESELLER
ELECTRONIC SHOPPING CART
138
15
16
14
COMPUTER PERIPHERAL DEVICE
40
MESSAGING SYSTEM
EMBEDDED WEB SERVER
41
E-MAIL
42
NOTIFICATION
44
COMPUTER PERIPHERAL DEVICE
14

Fig. 1

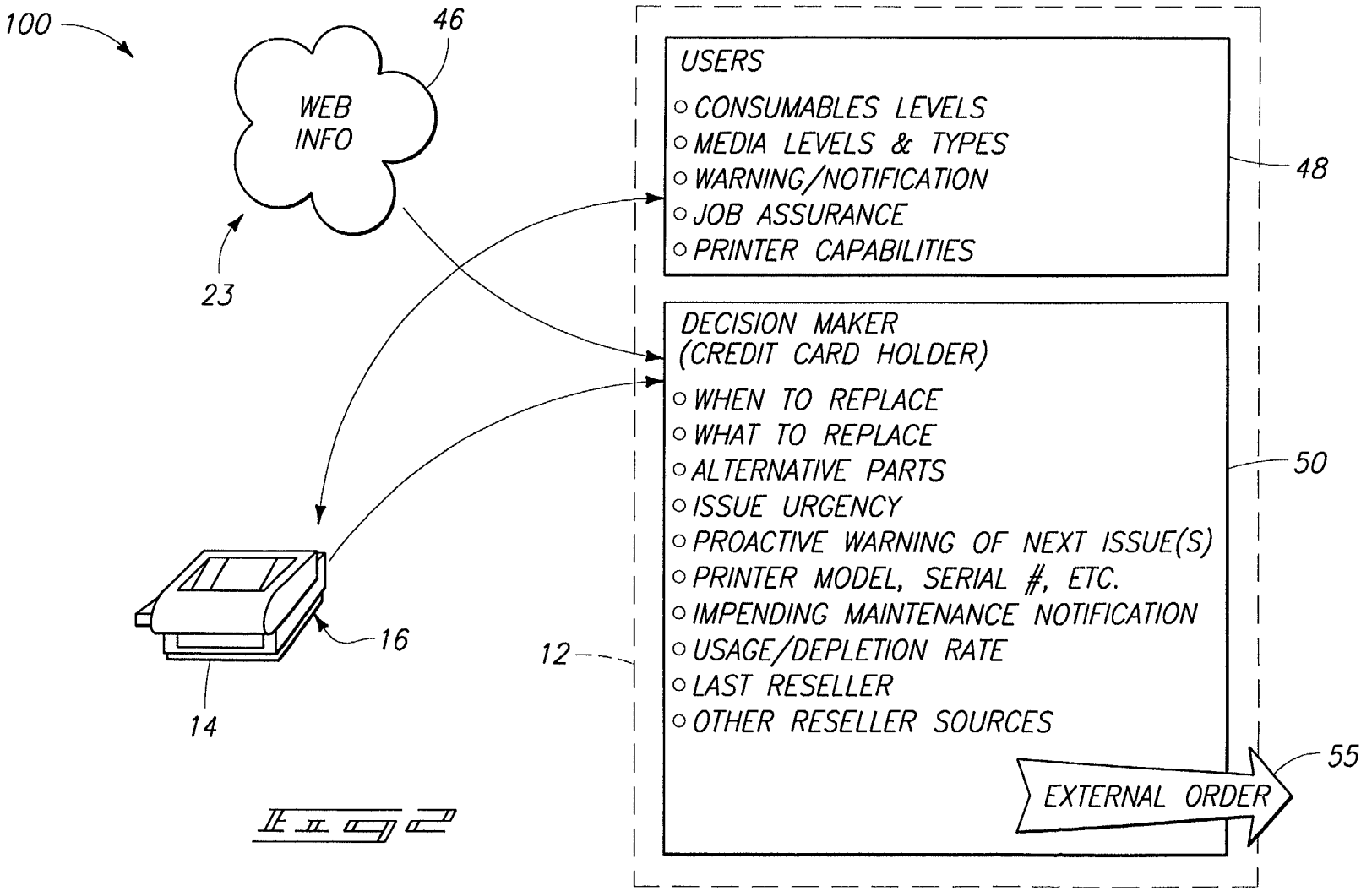
100
46
WEB
INFO
23
USERS
CONSUMABLES LEVELS
MEDIA LEVELS & TYPES
WARNING/NOTIFICATION
JOB ASSURANCE
PRINTER CAPABILITIES
48
DECISION MAKER
(CREDIT CARD HOLDER)
WHEN TO REPLACE
WHAT TO REPLACE
ALTERNATIVE PARTS
ISSUE URGENCY
PROACTIVE WARNING OF NEXT ISSUE(S)
PRINTER MODEL, SERIAL #, ETC.
IMPENDING MAINTENANCE NOTIFICATION
USAGE/DEPLETION RATE
LAST RESELLER
OTHER RESELLER SOURCES
50
16
12
14
55
EXTERNAL ORDER

Fig 2

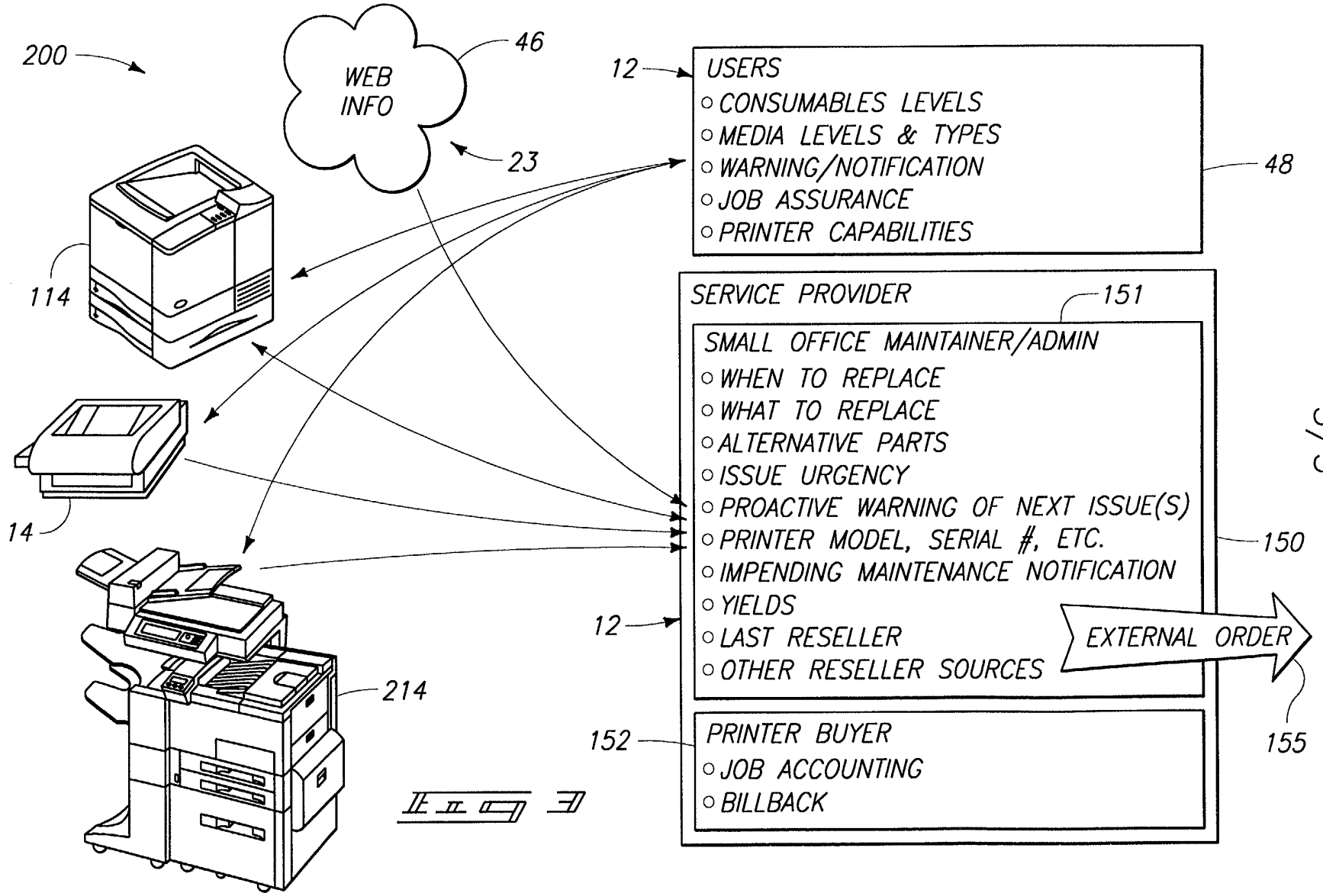
200
WEB INFO
46
23
12
USERS
CONSUMABLES LEVELS
MEDIA LEVELS & TYPES
WARNING/NOTIFICATION
JOB ASSURANCE
PRINTER CAPABILITIES
48
114
14
214
SERVICE PROVIDER
151
SMALL OFFICE MAINTAINER/ADMIN
WHEN TO REPLACE
WHAT TO REPLACE
ALTERNATIVE PARTS
ISSUE URGENCY
PROACTIVE WARNING OF NEXT ISSUE(S)
PRINTER MODEL, SERIAL #, ETC.
IMPENDING MAINTENANCE NOTIFICATION
YIELDS
LAST RESELLER
OTHER RESELLER SOURCES
150
12
EXTERNAL ORDER
155
152
PRINTER BUYER
JOB ACCOUNTING
BILLBACK

Fig 3

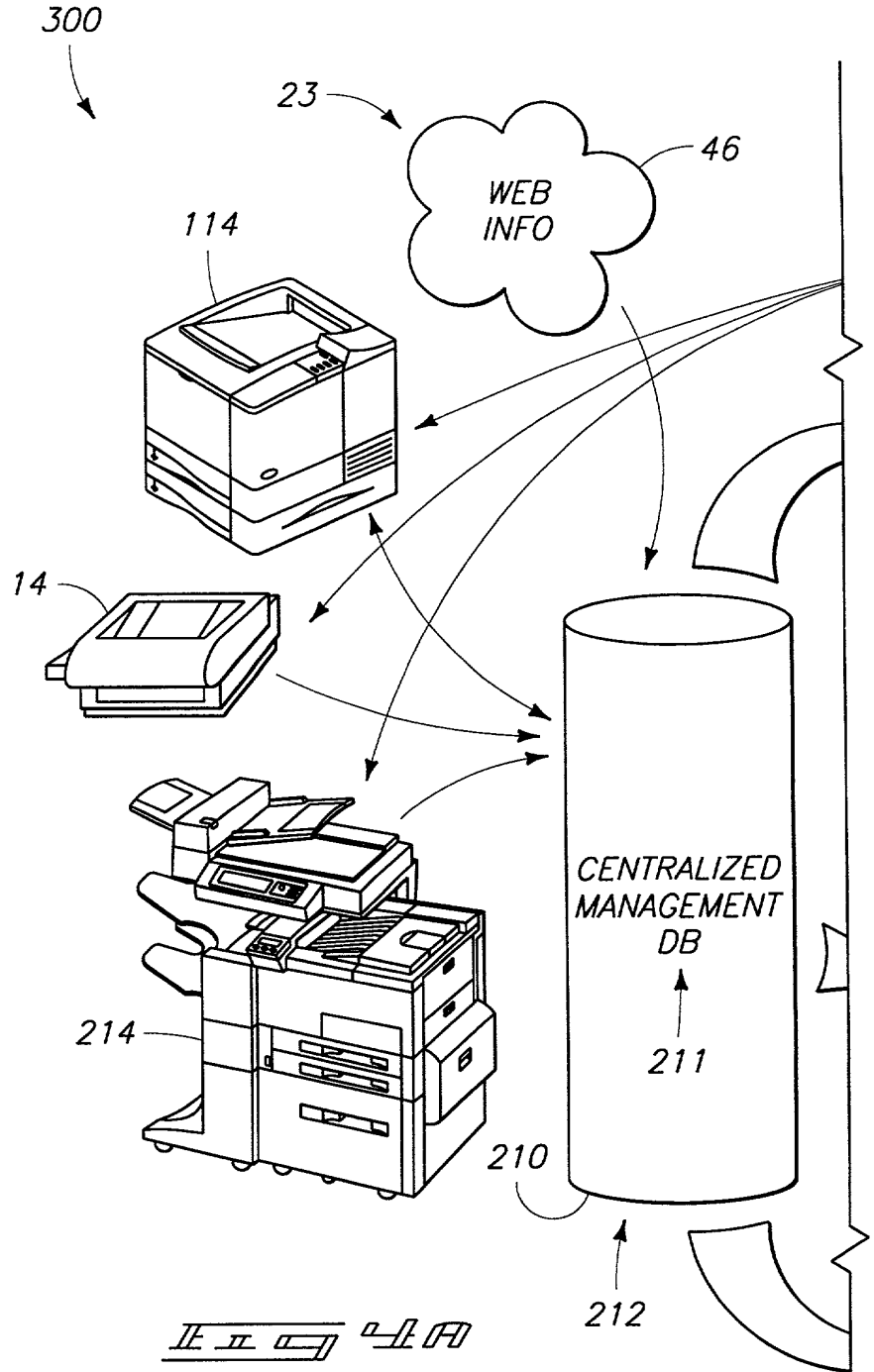

Fig 4A

09/28/2004, EAST Version: 2.0.1.4

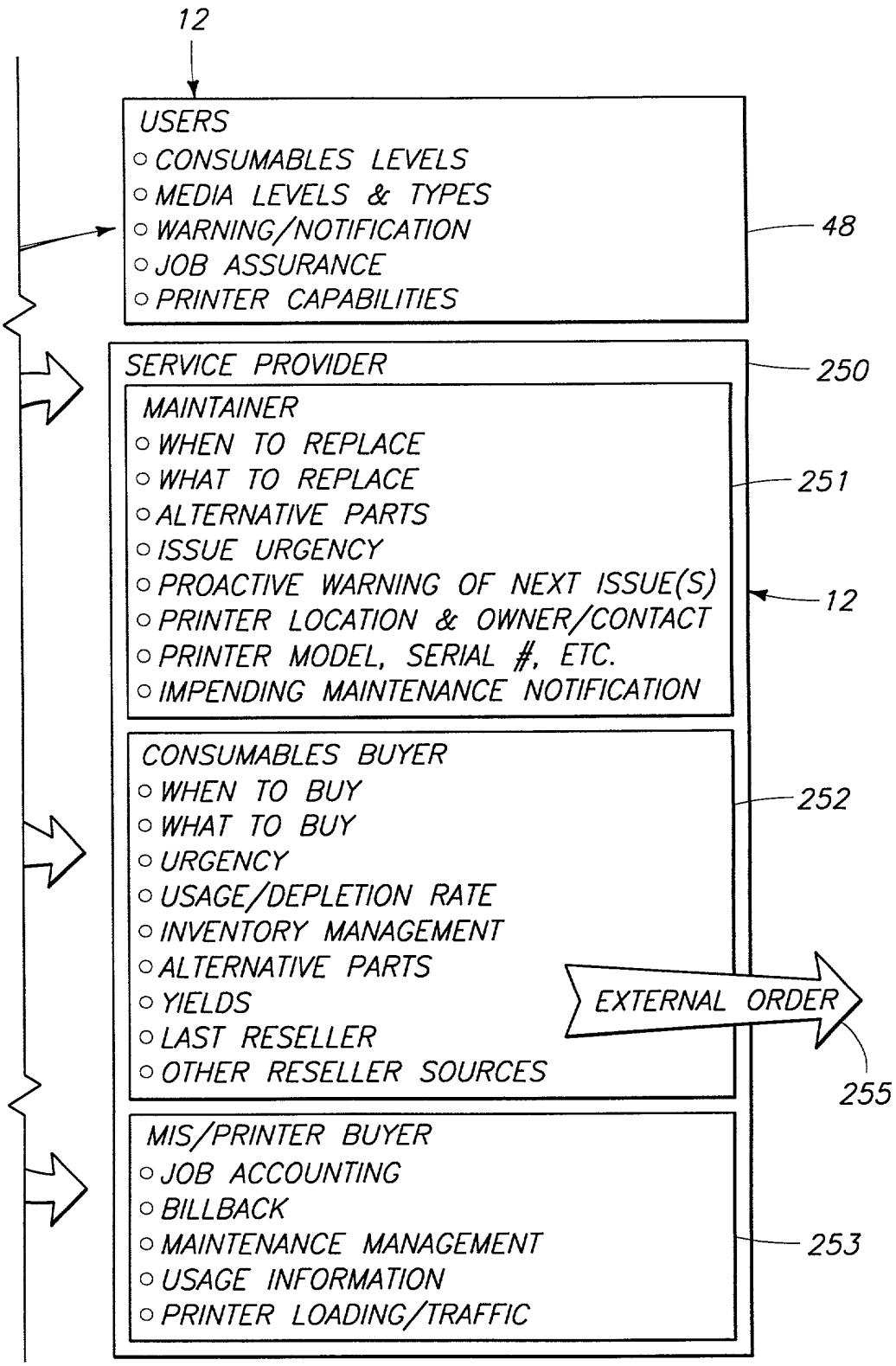
12
USERS
○ CONSUMABLES LEVELS
○ MEDIA LEVELS & TYPES
○ WARNING/NOTIFICATION
○ JOB ASSURANCE
○ PRINTER CAPABILITIES
48
SERVICE PROVIDER
250
MAINTAINER
○ WHEN TO REPLACE
○ WHAT TO REPLACE
○ ALTERNATIVE PARTS
○ ISSUE URGENCY
○ PROACTIVE WARNING OF NEXT ISSUE(S)
○ PRINTER LOCATION & OWNER/CONTACT
○ PRINTER MODEL, SERIAL #, ETC.
○ IMPENDING MAINTENANCE NOTIFICATION
251
12
CONSUMABLES BUYER
○ WHEN TO BUY
○ WHAT TO BUY
○ URGENCY
○ USAGE/DEPLETION RATE
○ INVENTORY MANAGEMENT
○ ALTERNATIVE PARTS
○ YIELDS
○ LAST RESELLER
○ OTHER RESELLER SOURCES
252
EXTERNAL ORDER
255
MIS/PRINTER BUYER
○ JOB ACCOUNTING
○ BILLBACK
○ MAINTENANCE MANAGEMENT
○ USAGE INFORMATION
○ PRINTER LOADING/TRAFFIC
253

Fig 4B